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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/747,749	12/29/2003	Vishal Bhasin	03-1001	6141

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EXAMINER	
VO, HUYEN X	
ART UNIT	PAPER NUMBER
2626	

NOTIFICATION DATE	DELIVERY MODE
10/10/2008	ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

patents@VERIZON.COM

Office Action Summary	Application No.	Applicant(s)	
	10/747,749	BHASIN ET AL.	
	Examiner	Art Unit	
	HUYEN X. VO	2626	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *3* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *12 June 2008*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-21* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-21* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *29 December 2003* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

Response to Arguments

1. Applicant's arguments regarding the election/restriction requirement have been fully considered and are persuasive. Therefore, the election/restriction requirement has been withdrawn. However, upon further consideration, a new ground(s) of rejection is made in view of Doyle (USPN 7103542).

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-21 are rejected under 35 U.S.C. 102(e) as being anticipated by Doyle (USPN 7103542).

4. Regarding claim 1, Doyle discloses a method for aiding in tuning of one or more speech applications, comprising:

receiving event data associated with a plurality of user interactions with the one or more speech applications (*figure 4; call log 136 containing error log 440 and transcription log 430 collected during user interactions with the system*);

storing the event data in a database (*figure 4; call log 136 stored in the system*);

receiving a request for information (*the call log 136 is accessed in accordance to the operation of figure 5*);

retrieving at least a portion of the event data from the database based on the request (*steps 510-520 in figure 5, retrieving and analyzing the call log*);

identifying potential problem areas with at least one of the one or more speech application, using the retrieved event data (*step 540 in figure 5 or referring to col. 12, lines 25-38*);

formulating a response to the request using the identified potential problem areas retrieved event data (*step 550 in figure 5 or referring to col. 12, lines 39-50; find a "solution" for the identified problem areas*); and

presenting the response to aid in improving the performance of the one or more speech applications (*steps 560 and 590-597 in figure 5, reconfiguring the system to improve the speech application*).

5. Regarding claim 7, Doyle discloses a system for aiding in tuning of one or more speech applications, comprising:

means for obtaining event data associated with a plurality of user interactions with a plurality of distributed speech application systems (*figure 4; call log 136 containing error log 440 and transcription log 430 collected during user interactions with the system*);

means for storing the event data (*figure 4; call log 136 stored in the system*);

means for periodically (*col. 19, lines 40-46*) analyzing the event data to identify potential problem areas with at least one of the one or more speech applications (*step 540 in figure 5 or referring to col. 12, lines 25-38*); and

means for providing results of the periodic analyzing to aid in improving the performance of one or more of the speech application systems (*steps 560 and 590-597 in figure 5, reconfiguring the system to improve the speech application*).

6. Regarding claim 8, Doyle discloses a voice stream analyzer connected to receive event data associated with a plurality of user interactions with a plurality of speech applications from a plurality of distributed speech application systems (*figure 4; call log 136 containing error log 440 and transcription log 430 collected during user interactions with the system*), the voice stream analyzer comprising:

a database configured to store the event data received from the distributed speech application systems (*figure 4; call log 136 stored in the system*); and

an analysis engine configured to:

receive a request for information (*the call log 136 is accessed in accordance to the operation of figure 5*),

retrieve at least a portion of the event data from the database based on the request (*steps 510-520 in figure 5, retrieving and analyzing the call log*),

identify potential problem areas with at least one of the distributed speech application systems, using the retrieved event data (*step 540 in figure 5 or referring to col. 12, lines 25-38*);

formulate a response to the request using the identified potential problem areas (*step 550 in figure 5 or referring to col. 12, lines 39-50; find a "solution" for the identified problem areas*); and

provide the response to aid in improving performance of one or more of the speech applications (*steps 560 and 590-597 in figure 5, reconfiguring the system to improve the speech application*).

7. Regarding claim 15, Doyle discloses a network for facilitating tuning of speech applications, comprising:

a plurality of distributed speech application systems (*telecommunication system in figure 1; distributed speech application system*); and

a voice stream analyzer connected to the speech application systems (*voice analyzer in at the voice recognition gateway server 100 in figure 1*) and configured to:

obtain event data associated with a plurality of user interactions with the speech application systems (*figure 4; call log 136 containing error log 440 and transcription log 430 collected during user interactions with the system*),

store the event data (*figure 4; call log 136 stored in the system*),

receive a request for information (*the call log 136 is accessed in accordance to the operation of figure 5*),

retrieve stored event data that is relevant to the request (*steps 510-520 in figure 5, retrieving and analyzing the call log*),

identify potential problem areas with at least one of the one or more speech application systems, using the retrieved event data (*step 540 in figure 5 or referring to col. 12, lines 25-38*);

generate a response to the request using the identified potential problem areas (*step 550 in figure 5 or referring to col. 12, lines 39-50; find a "solution" for the identified problem areas*), and

provide the response to aid in improving the performance tuning of one or more of the speech application systems (*steps 560 and 590-597 in figure 5, reconfiguring the system to improve the speech application*).

8. Regarding claim 16, Doyle discloses a method for aiding in tuning of one or more speech applications, comprising:

receiving event data associated with a plurality of user interactions with one or more speech applications (*figure 4; call log 136 containing error log 440 and transcription log 430 collected during user interactions with the system*);

storing the event data in a database (*figure 4; call log 136 stored in the system*);

periodically (*col. 19, lines 40-46, periodically*) analyzing the event data to identify potential problem areas with at least one of the one or more speech applications (*step 540 in figure 5 or referring to col. 12, lines 25-38*);

generating results of the periodic analyzing (*step 550 in figure 5 or referring to col. 12, lines 39-50; find a "solution" for the identified problem areas*); and

presenting the results to aid in improving the performance of the one or more speech applications (*steps 560 and 590-597 in figure 5, reconfiguring the system to improve the speech application*).

9. Regarding claim 17, Doyle discloses a voice stream analyzer connected to receive event data associated with a plurality of user interactions with a plurality of speech applications from a plurality of distributed speech application systems (*figure 4; call log 136 containing error log 440 and transcription log 430 collected during user interactions with the system*), the voice stream analyzer comprising:

a database configured to store the event data received from the distributed speech application systems (*figure 4; call log 136 stored in the system*); and

an analysis engine configured to:

periodically (*col. 19, lines 40-46; periodically*) analyze the event data in the database to identify potential problem areas with at least one of the one or more speech applications associated with the user interactions (*step 540 in figure 5 or referring to col. 12, lines 25-38*), and

provide results of the periodic analysis to aid in improving performance of one or more of the speech applications (*steps 560 and 590-597 in figure 5, reconfiguring the system to improve the speech application*).

10. Regarding claims 2-3 and 9, Doyle further discloses wherein the one or more speech applications are associated with a plurality of distributed speech application

systems (*referring to figure 1; distributed speech application system*), wherein the event data includes information regarding verbal and non-verbal exchanges that occurred during users' interactions with the one or more speech applications (*referring to figures 7A-B; event data are both verbal and non-verbal exchanges*)

11. Regarding claims 4 and 10, Doyle further discloses wherein the retrieving event data includes: generating a search query based on the request for information (*col. 20, lines 29-38*), and using the search query to identify event data in the database that is relevant to the search query (*col. 20, lines 29-54*).

12. Regarding claims 5-6 and 11-12, Doyle further discloses wherein the formulating a response includes: generating statistics based on the retrieved event data (*col. 19, lines 40-46, statistics of time-out*); and using the statistics as the response to the request (*col. 19, lines 40-46, re-set the threshold*), organizing the retrieved event data to a form that satisfies the request (*step 550 in figure 5, find satisfied solution*); and using the organized event data as the response to the request (*steps 560 and 590-597 in figure 5*).

13. Regarding claims 13-14, Doyle further discloses the voice stream analyzer of claim 8, further comprising: a presentation engine configured to display the response on a graphical user interface (*referring to figure 2; col. 9, lines 35-47, GUI*), wherein when providing the response, the analysis engine is configured to provide the response to the

presentation engine (*col. 9, lines 35-47, determining if error involves, and if so, present responses on the GUI*).

14. Regarding claims 18-21, Doyle further discloses wherein the event data includes recognizer events (*referring to figure 7A-B, different recognizer events*), wherein the potential problem areas include where users often asked for a human agent, where users typically disconnected the call, or where time-outs often occurred (*referring to figure 7A-B, different types of events*).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to HUYEN X. VO whose telephone number is (571)272-7631. The examiner can normally be reached on M-F, 9-5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Patrick Edouard can be reached on 571-272-7603. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Huyen X Vo/ 9/27/2008
Primary Examiner, Art Unit 2626

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